



MEDIC MESSENGER

Volume 6, November/December 2011

WISHING YOU A HAPPY AND HEALTHY HOLIDAY SEASON

On behalf of the 430 men and women of the 75th Medical Group, I wish you a very happy and healthy holiday season. Looking back at 2011, I'm proud that we deployed over 1,200 Airmen and Soldiers to combat with no medical discrepancies, and that our Patient-Centered Medical Home is recognized as one of the top-three AF-wide. It is an honor and privilege to provide healthcare for you, our 17,300 TRICARE customers. — Colonel Don Hickman, Commander

Making the Most of the Holiday Season

Stress from recently announced Air Force Materiel Command efficiency initiatives and command-realignments, the "Long War," and the struggling American economy can leave you especially vulnerable to increased anxiety during the holidays. "It is normal to feel overwhelmed during the holiday season. The pressure to have the perfect holiday can be extraordinary," says Dr. Katherine Nordal, executive director for professional practice at the American Psychological Association (APA). "It is important to put things in perspective and realize that the materialism of the holidays isn't the real spirit of the season. The holidays are about family and togetherness, not tinsel and presents." We recommend that you view this season an opportunity to enhance your psychological well-being. Remember, there are conscious steps you can take to reduce holiday stress and ensure a worry-free season. [Article reprinted with permission of APA]

We offer the following tips:

- 1. Take time for yourself** – There may be pressure to be everything to everyone. Remember that you're only one person and can only accomplish certain things. Sometimes self-care is the best thing you can do—others will benefit when you're stress free. Go for a long walk, get a massage or take time out to listen to your favorite music or read a new book.
- 2. Volunteer** – Many charitable organizations are also suffering due to the economic downturn. Find a local charity, such as a soup kitchen or a shelter where you and your family can volunteer. Also, participating in a giving tree or an adopt-a-family program. Helping those living in true poverty may help you put your own economic struggles in perspective.
- 3. Have realistic expectations** – No Christmas, Chanukah, Kwanza, or other holiday celebration is perfect; view inevitable missteps as opportunities to demonstrate flexibility and resilience. A lopsided tree or a burned brisket won't ruin your holiday; rather, it will create a family memory.
- 4. Remember what's important** – The barrage of holiday advertising can make you forget what the holiday season is really about. When your holiday expense list is running longer than your monthly budget, scale back and remind yourself that what makes a great celebration is family, not store-bought presents, elaborate decorations or food.
- 5. Seek support** – Talk about your anxiety with your friends and family. Getting things out in the open can help you navigate your feelings and work toward a solution for your stress. If you continue to feel overwhelmed, consider seeing a professional such as a psychologist to help you manage your holiday stress.

Many helping resources are available, including the following:

All: National Suicide Prevention Lifeline: 1-800-273-8255 (TALK); www.realwarriors.net.

AD: Mental Health Clinic: 777-7909; TriWest Live Chat Counseling: 1888-TRIWEST or www.triwest.com/OnlineCare

AD & Dependents: Chaplain: 777-2106; Airmen & Family Readiness Center: 777-4681; Military OneSource: 1-800-342-9647; Military Family Life Consultant (MFLC): 586-8582

All TRICARE beneficiaries: TriWest crisis line: 1-866-284-3743; 1-866-651-4970

Civ w/out TRICARE benefits: Wingman Advocates: 777-CALL (2255);

Employee Assistance Program: 1-800-222-0364; Occupational Medicine Services: 777-1155/1163



7321 Balmer St
Hill AFB, Utah

Hours of Operation

Mon-Fri 0700-1700

Wed 0900-1700

Clinic Telephone Tree/Appt

Line: 801-728-2600

Pharmacy Refill: 801-775-3630

Closures/Changes in Operating Hours

Nov 18-Doors close at

11:30-Clinic Function

Nov 24-Thanksgiving

Nov 25-AFMC Family Day

Dec 23-AFMC Family Day

Dec 26-Christmas Observed

Medical Group Undergoes Health Services and Accreditation Inspection

The 75 MDG welcomes the joint inspection from the Air Force Health Services Inspection (HSI) team and the Accreditation Association for Ambulatory Health Care (AAAHC) surveyor team 5-9 December, 2011.

During this week, appointments and access to care may be limited. Please be patient with us as we prepare for and participate in this inspection.

Thank you for your understanding and support.



Visit us on
www.facebook.com/75MDG



"Take 3" Actions to Fight the Flu



1. **Get Vaccinated: Everyone 6 months of age and older should get vaccinated.**
2. **Cover your nose and mouth when you cough or sneeze and wash your hands often**
3. **Take supportive medications, including those prescribed by your doctor**

"Flu season is upon us." This phrase signals the onset of coughs, colds, fevers and aches. Aside from influenza, over 200 viral illnesses cause "the Flu" or "Colds" in the winter months and have symptoms similar to influenza: cough, fever, body aches, runny nose, nasal congestion, nausea/vomiting, and/or "pink eye." The best way to prevent the spread of viruses is to WASH YOUR HANDS! Protective measures, such as sneezing into your sleeve, using hand sanitizer, and washing your hands frequently, keep you and those around you healthy. If you do become ill, supportive measures that your Mom taught you years ago are still the mainstay: keep yourself well hydrated, take acetaminophen or ibuprofen to help with fever or muscle aches, use a humidifier, and go to the clinic if your symptoms worsen. Most colds take 7-10 days to resolve. Symptoms that would require medical treatment sooner are: sore throat causing severe pain with swallowing, shortness of breath, high fevers (102.5°F for adults or 104.0°F for children), or severe headaches. The "flu" vaccine only protects against variants of the Influenza virus. We still don't have a vaccine against the common cold and majority of other viral illnesses.

Influenza vaccinations are available for all TRICARE beneficiaries at the Immunizations Window in the Main Clinic, (801) 777-5209. We also have vaccine for all DoD Appropriated Fund Government Civilians on a first come, first serve basis at the Occupational Medicine Clinic (contact Angela Griffin at 777-1167).

Accessing Your Medical Care at the 75th Medical Group

1Lt Stephanie Proellochs, Group Practice Manager

We take great pride in providing superior customer service and unsurpassed access to care for all of our beneficiaries.

Medical appointments are available in the Airmen Clinic (Active Duty only), Family Medicine, Flight Medicine, Women's Health, Optometry and Audiology through the central appointment line at (801) 728-2600. Normal duty hours are Monday, Tuesday, Thursday, and Friday 0700-1630, and on Wednesday 0900-1630. In addition, appointments can be made anytime and anywhere by utilizing TRICARE On-Line (www.tricareonline.com).

Dental appointments (for active duty only) can be scheduled by calling 777-7011. Mental Health appointments for active duty members can be scheduled by calling the Mental Health Clinic directly at (801) 777-7909. Alcohol and Drug Abuse Prevention and Treatment (ADAPT) appointments are also available at this number.

We understand that situations often arise that require cancelling appointments; however, failing to cancel and just 'No Showing' costs the medical group over \$150,000 each month plus prevents those appointments from being used by other patients. To make it easy, you can opt for the appointment cancellation selection when you receive our telephone reminder. Otherwise, please use the same appointment line listed above to cancel appointments and all appointments booked through TRICARE On-Line can be cancelled on-line at your convenience. Remember, you have up to two hours before an appointment to cancel before it's considered a 'No-Show' in the primary care clinics (Family Medicine, Airmen Clinic, or Flight Medicine) and 24 hours in the specialty clinics (Dental, Physical Therapy, all Mental Health Clinics, Optometry, Gynecology, Audiology, Case Management, Nutritional Medicine, Occupational Medicine).

In our Family Health Clinics (Airmen, Family Medicine, or Pediatrics), every attempt is made to book patients with your Primary Care Provider (PCM). If an appointment is not available, staff looks for availability of your provider's 'teammate' (another provider who covers when the primary is unavailable). If no appointments are available, a telephone consult message is put in to your PCM team nurse who may add you to their schedule, give you home care advice, and/or send you to a local urgent care center or emergency department depending on urgency of your stated condition.

We work very hard to ensure that providers have enough appointments in their schedules to support your medical needs. The appointments are filled based on the main condition that you are calling about. The three types of appointments are: **acute** (need urgent attention within 24 hours), **routine** (not urgent but need to be addressed within 7 days) and **wellness** (generally physicals that we schedule within 28 days). If you are treated in the clinic and need follow-up healthcare, you can usually schedule before you leave our facility.

Please don't leave your medical appointment without sharing your experience with our staff. We seek to constantly improve the way we deliver healthcare and support the outstanding men and women of Team Hill.